

Hall Green Health

Patient Newsletter

March 2019



Executive GP Partner - Dr Masood Nazir

Practice Manager - Mr John Hood

Times are changing

We would like to thank all of our patients for the feedback we have received over the past year. Within this and future newsletters we will share how your feedback has contributed towards positive changes.

New Staff

- Dr Ahmed (Female doctor)
- Dr Caplan (Male doctor)
- Dr Kasliwal (Male doctor)
- Dr Shinvari (Male doctor)
- Sister Lisa Harold (Practice Nurse)
- Louise Shale (Health Care Assistant)

Blood Pressure Machine



We have installed a blood pressure machine in waiting area 2. If you are concerned about your blood pressure or need to take readings regularly there is no need to see a nurse. If your reading is above 170/100 mmHg please take your reading to the reception desk where a GP will be consulted. The machine is also connected to one of our touch screens where the reading will be logged on your records if you choose.

We also have a facility on our website for you to log home blood pressure readings which you can find using the link below:

<https://hallgreenhealth.co.uk/navigator/blood-pressure-review>

Patient Engagement Events

We are hosting a number of morning events at **'Hall Green UNITED Community Church'** (opposite the surgery) on these mornings:

- Saturday 11th May
- Saturday 13th July
- Saturday 14th September
- Saturday 16th November

PPG Meeting Dates 2019

The following dates have been confirmed. They will taking place at Hall Green Health Centre in Seminar Room 1 at 5:15 pm:

- Monday 13th May
- Monday 8th July
- Monday 9th September
- Monday 11th November

Appointment Booking

We know and understand that booking appointments at the practice has not always been easy, so to improve this service, we have introduced a new booking system. The system is designed to ensure you receive an appointment with the most appropriate member of the practice to support you with your needs. When you request an appointment, we will ask you to provide the reason for the appointment and ask you some questions. This information will help the GP decide who is the best person to book you in with. If appropriate, we will book you a blood test prior to an appointment with the GP, so when you speak with the GP the results will be available to them. This will save time both for you and the clinician. It will also ensure you receive a more efficient and effective service.

The idea of the new system is to make sure that if you need a GP appointment we are more able to cater for your needs. For anyone requesting a GP appointment we have created an online form on our website where a GP will make a clinical decision based on the information you provide. An email will then be sent back to you with their decision. The link to this online form is printed below:

<https://www.hallgreenhealth.co.uk/navigator/appointment-enquiry>

If you prefer you can still contact us by phone. Based on the information you give us, a GP will advise our reception team where to best direct your care.

CCTV



The surgery has now installed a new CCTV system in all waiting areas. Not only is this for everyone's safety, it has proven an invaluable customer service tool. For example if we can there is a long queue, we will endeavour to send further staff to deal with the demand and reduce waiting times.

Minor Eye Conditions Service



A new free service, which is in partnership with the NHS, aims to provide assessments for minor eye conditions at a local appropriate clinic within 24 hours. For more information and to find your nearest clinic simply follow the link below to our website:

<https://hallgreenhealth.co.uk/digitalpractice/wellbeing-centre/eye-care>

Carers Event






Our first carers event is **Friday 22nd March 2019** between 2:30pm and 3:30pm at Hall Green Health Centre. This is where you can sit back and have a chat with other carers and a member of 'Forward Carers' will be there to offer information and advice. Further dates for this event are to be confirmed.

Scrivens NHS Hearing Tests service



In partnership with Scrivens Opticians we are now offering free NHS hearing tests every weekday. Simply call or visit the surgery to book an appointment with our reception team.

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 @hallgreenhealth,  @hallgreenhealth
 ...or visit www.hallgreenhealth.co.uk